SURROUND-THE-CALL FEATURES

What do you need to accomplish with your conference communications? Whatever it might be, the right combination of Surround-the-Call Features will help you get there. Whether you are hosting an informal Operator Assisted call or large-scale Event, the right mix of Surround-the-Call Features provides all the ingredients for a successful conference.

SCHEDULE YOUR CONFERENCE
Online Reservations
Toll Free Reservations
Event Registration
Recurring Call Scheduling
Project Accounting Codes
Fax/Email Confirmation

BROADCAST AND RECORD YOUR CONFERENCE
Voice Broadcast
Fax/Email Broadcast
Web Conferencing
Streaming
Encore[SM]
CD/Taping
CD Indexing
Transcription
PR Distribution

ENTER YOUR CONFERENCE
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Dial Out
Lecture Mode
Direct Entry
Music Entry
Entry/Exit Tones
Name Announce
Roll Call
Leader First/Last

ADMINISTER YOUR CONFERENCE
Subconference
Communication Line
Promotional Tape
Voice Talent
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Conference Lock
Passcode/Password
Approved Participant List

▶ SCHEDULE YOUR CONFERENCE

Online Reservations – Make a reservation when it's convenient for you. Schedule a reservation and manage your account – all online – at www.webconfreservations.com.

Toll Free Reservations – Making a reservation is simple. Just dial your branded reservations line. You will be connected with one of our helpful Reservationists who will walk you through the process and answer any of your questions.

Event Registration – Event Registration helps you manage your large conferences and keep track of participants. You decide what information you would like to gather from each registrant and choose from handy options such as Email Reminders and custom-scripted messages. With both Phone and Web access to choose from, you can construct an Event Registration program that best suits your needs.

Recurring Call Scheduling – If you conduct regularly scheduled conferences, then Recurring Call Scheduling will save you time. A reservation is automatically generated for as long as you like. Recurring Call Scheduling is ideal for daily, weekly or monthly team meetings and project updates. There is no charge if you skip a conference.

Project Accounting Codes (PAC Codes) – If your business relies on billable hours, PAC Codes will make you more efficient. PAC Codes make it easy to bill your conferencing minutes back to your clients. They are ideal for attorneys, consultants and other professionals who track projects by cost center. Every time you make a reservation, we can capture your expense center, department, or location. This information will appear on your monthly invoice.

Fax/Email Confirmation – Fax/Email Confirmation lets you double-check the specifics of your conference. You will receive a confirmation of your conference details via fax and/or email, whatever you prefer.

▶ BROADCAST AND RECORD YOUR CONFERENCE

Voice Broadcast – Sending a message to hundreds or thousands of people has never been easier. This option allows you to send a voice message to everyone on your call's participant list simultaneously.

Fax/Email Broadcast – Send pre- or post-event information to all of your guests simultaneously via fax or email. Fax/Email Broadcast guarantees that all of your participants receive your information before and/or after a conference.

Web Conferencing – Add visuals and interaction to your audio conference. You control a slide presentation from your desktop while your audience accesses it via the web. Web Conferencing gives you the ability to collaborate on documents, share applications, poll your audience, tour the web and much more.

Streaming – Rely on Streaming when you need to broadcast your message to the widest audience possible. Your conference is accessible live via the Internet and can be archived for later playback. Present only the audio portion of your call or add slides – the choice is yours.

Encore[SM] – Encore[SM] digitally records your call for anyone who was unable to attend it live or would like to listen again. It is available via a toll, toll-free or International Toll-Free (ITFS) number for easy, 24/7 access. Convenient and time saving, Encore is one of our most popular features.

CD/Taping – We capture your event on a CD, cassette, microcassette or DAT to provide you with a high-quality recording of the call for your archives.

CD Indexing – Provides you with a CD divided into 4 tracks: Introduction, Main Conference, Q&A and Closing Remarks. This allows you to easily navigate through your recorded conference

Transcription – Receive a written record of what was said during the conference via email, fax or hard copy. Transcriptions are helpful for identifying sound bytes and quotes for post-event press releases. Choose to transcribe the entire call or just the Question and Answer session. We provide several different delivery options to fit your specific needs.

PR Distribution – Hold press conferences, announce a merger or acquisition or share investor conferences using our PR Distribution service. Your information is distributed to more than 200 financial web sites and press publications using our partner network.

⏵ ENTER YOUR CONFERENCE

International – Expand your global reach with our International Conferencing Solutions. We offer four methods to connect your international participants to your conference call, including links through our international call centers, toll and toll-free access numbers and a Dial Out option.

Dial Out – Give your conference participants the VIP treatment. Dial Out delivers your conference call to your participants rather than requiring them to dial into the call. You provide us with the names and telephone numbers of your participants and an Operator will make sure that they join your conference.

Lecture Mode – All guests' lines are muted during the presentation to reduce background noise allowing you to deliver your message uninterrupted.

Direct Entry – Select Direct Entry to quickly join an audio conference. It allows participants to immediately enter the conference and start speaking before the call officially begins. Direct Entry is suggested for informal conferences.

Music Entry – Participants are placed on music hold until the conference begins. Music Entry creates a formal atmosphere for the conference.

Entry/Exit Tones – Participants hear a tone whenever a new participant enters or exits the conference. It lets everyone know that a new participant has joined or left the conference without interrupting the conversation.

Name Announce – An Operator announces participants' names when they join the conference, letting everyone know who is on the call. Announce makes it easy for you to keep track of your call's audience.

Roll Call – An Operator broadcasts the names of all participants who have joined the call. Roll Call confirms that all expected participants are in attendance.

Leader First/Last – Leader First creates a friendly atmosphere for the conference by letting you join the conference before your participants. It gives you the opportunity to greet participants as they join the call. Leader Last joins you to the conference after everyone else has arrived, creating a formal atmosphere. Leader Last is recommended for large presentations and speaking events.

▶ ADMINISTER YOUR CONFERENCE

Subconference – Pre-selected guests join a private discussion before the conference begins. Subconference lets you review last-minute details, side issues and other non-public information.

Communication Line – Speak with an Operator outside of the main conference to convey behind-the-scenes information, orchestrate guest speakers or give timing cues. A Communication Line makes it easier to manage a large conference.

Promotional Tape – Send us a tape for your participants to hear while they wait for the conference to begin. A Promotional Tape sets the tone for your call and can provide participants with relevant information about the speaker or conference topic.

Voice Talent – Screened and trained Operators provide voice-over quality talent, lending a professional touch to high-profile conferences. Voice Talent is beneficial for media-facing events or conferences hosted by your firm's upper management.

Custom Script – Craft a special message for a welcome statement, Q&A session and/or closing comments. Your script is read by the Operator during your conference. Custom Scripts offer you another way to personalize your calls.

Encore^{SM} Emporium – Encore^{SM} Emporium organizes your Encore^{SM} recordings in an easy-to-use, customized menu that is accessible through a toll-free number. Encore^{SM} Emporium is frequently used to organize training lectures and sales updates.

Encore^{SM} Digital Recording Studio – Encore^{SM} Digital Recording Studio enables you to deliver your message without holding a conference call. Record, review and edit your message by dialing into the Encore^{SM} recording system and using your telephone keypad to enter commands. The recording is accessible 24/7 by dialing a toll-free number. Digital Recording Studio is an easy and flexible way to craft messages for your audience.

Group Mute/Unmute – You can silence all participants' lines by pressing a keypad command on your telephone or by instructing your Operator. Group Mute/Unmute helps reduce background noise and limits interruptions during your conference.

Self Mute/Unmute – Participants can silence their own telephone lines by pressing a keypad command on their telephones. Self Mute/Unmute reduces background noise from cell phones, speaker phones, etc.

▶ GATHER DATA FOR YOUR CONFERENCE

Leader-View℠ – Leader-View℠ uses a simple web-based interface to give you a private, real-time view of the participants on your call. You can view the names of individuals waiting to ask a question and other pertinent information. Leader-View℠ effectively manages Investor Relations and other public conferences.

Polling – An Operator surveys all conference participants. You determine the questions prior to the conference and participants respond via their telephone keypads. Polling allows you to collect instant feedback and increases participants' involvement in the call. You receive a report with all responses that is organized by question and participant.

Question & Answer Session – Give your participants the opportunity to ask questions during the conference. Participants indicate that they have a questions using their telephone keypad, while the Operator manages the question queue in a professional and orderly fashion.

Facts Complete℠ – Your guests' names, "on-the-line" times, phone numbers and up to four additional pieces of information you select are captured as they dial into your event. This list is faxed or emailed to you for your reference; you'll know who heard your message, who missed it and with whom to follow-up.

Encore℠ Plus – This polling tool allows participants who are listening to your Encore℠ replay to respond to recorded questions via their telephone keypads. The responses are transcribed and sent to you in a report. Encore℠ Plus can be used in conjunction with basic Encore℠ or Encore℠ Digital Recording Studio.

Encore℠ Voice Prompts – Participants can leave open-ended messages after dialing into an Encore℠ recording. Encore℠ Voice Prompts are used to capture a listener's name, their company's name or comments about the recording. The responses are transcribed and sent to you in a report.

Encore℠ Reports – Capture information about anyone who accessed your Encore℠ recording. The information is transcribed and sent to you for your records.

▶ SECURE YOUR CONFERENCE

Conference Lock – You can prevent additional participants, even the Operator, from joining the conference by pressing a command on your telephone keypad. Conference Lock gives you the freedom to discuss confidential information in a secure environment.

Password/Passcode – Participants must provide the Operator with a pre-determined word or code to join the conference. You determine the Password/Passcode before the start of the conference. Password/ Passcode restricts attendance and heightens security.

Approved Participant List – When creating your reservation indicate which participants are scheduled to be on the conference. At the time of the call, only those on the list will be joined to the conference.